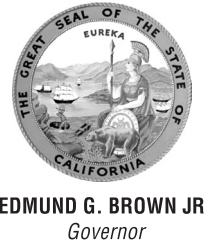




State of California-Health and Human Services Agency
Department of Health Care Services
P.O. Box 989009, West Sacramento, CA 95798-9850



Mr. John Sample
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Anytown, CA 90000

Month XX, 2013

Important Information

About Your Health Care Coverage!

On 1/1/14, your health care coverage will be moved from your current coverage program to the Medi-Cal Program. You will continue to get health coverage through your current coverage program until 12/31/13.

You do not have to do anything now. You will continue to have all of the same services during this move. Your coverage will not be interrupted.

Below are the Medi-Cal managed care plan(s) in your county that work with your doctor. You can choose to enroll in any of the plan(s) listed. If you don't choose a plan, you will be enrolled into one of the plan(s) on 1/1/14. The doctor or clinic that you go to now is available in the Medi-Cal managed care plan(s) listed below:

{NAME OF PLAN}

{NAME OF PLAN}

You will receive an enrollment packet in the mail very soon. If you want to choose a health plan or doctor, fill out the choice form in the packet and mail it by 12/18/13, or call Health Care Options by 12/24/13. If you have any questions, want to enroll over the phone, or want to see if your doctor works with any Managed Care Plans in your county, call Health Care Options, toll-free, at 1-800-430-4263, between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

If you have not chosen a plan by 12/24/13, Medi-Cal will select a plan for you.

You can always change to another plan or doctor later.



You are also eligible to receive dental coverage through Medi-Cal and will be enrolled into Denti-Cal (Fee-For-Service) on 1/1/14. You may see any dentist that accepts Denti-Cal (Fee-For-Service).

If you are under 21 years of age, you will receive full scope benefits. If you are pregnant and over 21, you will receive pregnancy related services. If you are over 21 years of age, you will only receive Federally Required Adult Dental services.

Please call the Denti-Cal Beneficiary Customer Service line at 1-800-322-6384, Monday through Friday, 8 a.m. to 5 p.m. and a representative will help you find a dentist near you.

Important!

While you are still in your current health care coverage program:

- Be sure to respond to any letters about your eligibility review or status.
- Call your current coverage program at the number on your health coverage card to let them know about any changes to your income, address, or phone number.
- Check your mailbox for important news about your move to Medi-Cal.

If you have questions about your move from your current health coverage program to the Medi-Cal Program on 1/1/14, please refer to the Frequently Asked Questions document on the next page or call:

- **Your current coverage program** - The number is on your health coverage card.
- **Health Care Options** at 1-800-430-4263, Monday through Friday, 8:00 a.m. - 5:00 p.m.

Frequently Asked Questions

About Medi-Cal Managed Care

What is Medi-Cal Managed Care?

Medi-Cal is California's Medicaid program. It provides medical, dental, mental health, alcohol and drug use treatment, and vision care to millions of Californians. In Managed Care, a health plan provides services through established networks of providers which emphasize primary and preventive care. You will be required to be in a Medi-Cal managed care health plan to receive medical services starting 1/1/14. You can learn more about Medi-Cal managed care at www.dhcs.ca.gov.

Will I be able to see my same doctor?

You will be able to continue seeing your doctor if they work with your new Medi-Cal health plan. Ask your doctor or new health plan if they work together. If they do, you will be able to keep the doctor you have now. If they do not work together, you may need to find a new doctor. Talk with your doctor and new health plan to find out more.

Will Medi-Cal managed care cost money?

No. You will not pay anything for your health care with Medi-Cal managed care.

What else should I be aware of?

Dental Services

If you need dental services, you are eligible to receive services through Medi-Cal. Sacramento County residents will receive services through a Medi-Cal dental plan. Los Angeles County residents have the option of receiving services through Denti-Cal (Fee-For-Service) or a Medi-Cal dental plan. For all other counties, you may see any dentist that accepts Denti-Cal (Fee-For-Service). If you are under 21 years of age, you will receive full scope benefits. If you are pregnant and over 21, you will receive pregnancy related services. If you are over 21 years of age, you will only receive Federally Required Adult Dental services.

Mental Health Services

If you need mental health services, please talk with your new Medi-Cal health plan or your doctor. If your new health plan does not offer the services you need, they will refer you to a mental health specialist or to the Medi-Cal mental health plan in your county.

Alcohol and Drug Treatment Services

If you need alcohol or drug treatment services, your new Medi-Cal health plan will help you find a provider.

Enrollment Questions?

If you have any enrollment questions, please call Health Care Options at 1-800-430-4263. We are here to help you Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is free. [TTY: 1-800-430-7077]

English	1-800-430-4263	Korean	한국어	1-800-576-6883
Arabic	اللغة العربية 1-800-576-6881	Mandarin	國語	1-800-576-6885
Armenian	Հայերեն 1-800-840-5032	Russian	Русский	1-800-430-7007
Cambodian	ភាសាខ្មែរ 1-800-430-5005	Spanish	Español	1-800-430-3003
Cantonese	粵語 1-800-430-6006	Tagalog	Tagalog	1-800-576-6890
Farsi	فارسی 1-800-840-5034	Vietnamese	Tiếng Việt	1-800-430-8008
Hmong	Hmoob 1-800-430-2022	Other Languages		1-800-430-4263